

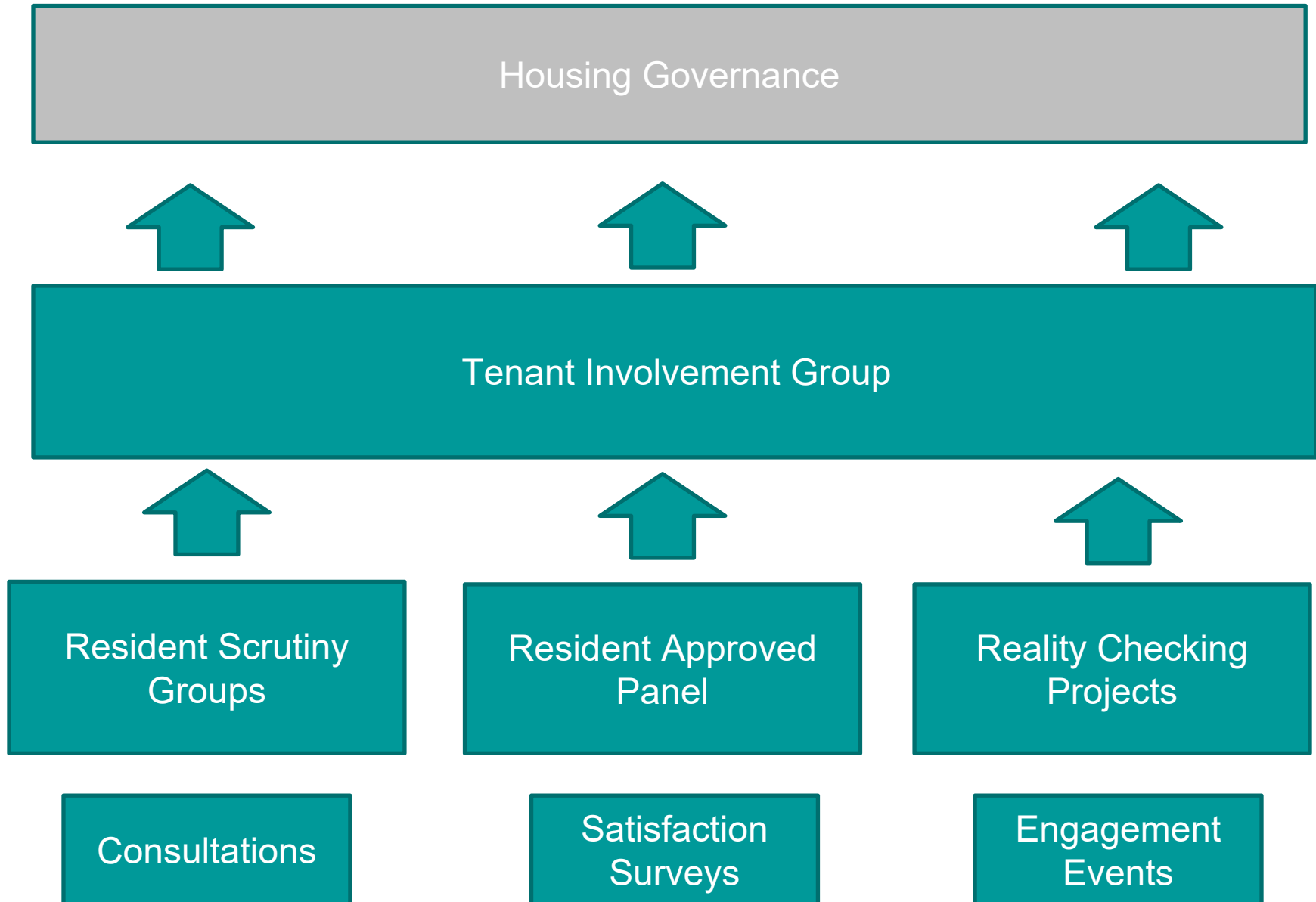
# Resident Involvement

Richard Knott - Service Manager

- Why have resident involvement?
- What have we achieved so far?
- Charter for Social Housing Residents (White Paper)

- Holding the Housing Service to account
- Compliance with Social Housing Regulations
- Giving Tenants a voice
- Provide feedback of the experiences of residents
- Help to continuously improve services, products
- Co-design housing services

- Tenant Involvement Group (TIG) 5 years standing (10 members)
- Continued (online) group meetings through Covid
- Transitioned to fortnightly digital meetings
- Set up digital satisfaction surveys to collate and act on customer feedback on new tenancies and repairs
- Resident Approved Panel – 19 members (home participants) who review correspondence & publications
- Hometalk magazine
- Reality checking – Empty property, Flat Block & Neighbourhood inspections
- Resident Scrutiny - ‘Task & Finish’ style approach to review policies and our ways of working
- Established Action Plan
- Reviewing the White Paper changes



## Why tenants get involved with Resident Involvement...

- I decided to become involved with Resident Involvement because I want to be a voice for tenants, to make a difference and highlight areas to the council in which they're doing well **and the areas that can be improved so that every resident has a safe and decent home to live in with timely repairs carried out.**

## Why you feel it is good for tenants to be involved and 'have their say'?

**“I feel it is good for tenants to be involved and ‘have their say’ because they have first-hand experience of what it’s like to live in council accommodation”.**

# Social Housing Regulation

## Currently:

- Local Authorities are subject to the Rent standard and 4 Consumer standards
  - Tenant Involvement and Empowerment
  - Home
  - Tenancy
  - Neighbourhood and Community
- Co-regulation with tenants
- Reactive regulation

## Chapter

## The Government promise to tenants

<b>1.To be safe in your home</b>	We will work with industry and landlords to ensure every home is safe and secure
<b>2.To know how your landlord is performing</b>	Including on repairs, complaints and safety, and how it spends its money, so it can be held to account
<b>3.To have your complaints dealt with promptly and fairly</b>	Access to a strong Ombudsman who will give swift and fair redress when needed
<b>4.To be treated with respect</b>	Backed by a strong consumer regulator and improved consumer standards for tenants
<b>5.To have your voice heard by your landlord</b>	Through regular meetings, scrutiny panels or being on Governance meetings
<b>6.To have a good quality home &amp; neighbourhood to live in</b>	Landlord keeping homes in good repair
<b>7.To be supported in your first step to ownership</b>	A ladder to other opportunities, should circumstances allow

## Key themes arising...

- Health and safety compliance and managing risk
- More communication with tenants and understanding their needs
- Continuous learning from complaints
- Complying with the standards and planning for the future

## What may change?

- New Consumer Standards and a code of practice
- Increase in enforcement powers against non-compliance
- Routine onsite inspections every 4 years
- Annual submissions to the Regulator
- Benchmarking against Tenant Satisfaction Measures
- Named individual responsible for meeting Consumer Standards and another for Health and Safety
- New opportunities and tenant empowerment programmes
- Increased scrutiny from external bodies such as the Health and Safety Executive (Building Safety Regulator) and Housing Ombudsman

**“Don’t wait.** There is nothing to stop landlords working with tenants to improve the services and outcomes they deliver for tenants now. The White Paper sets a clear direction of travel and we would encourage providers to follow that direction”

Fiona MacGregor – Chief Executive of the Regulator of Social Housing  
(March 2021)

Questions?